

# EXHIBIT 2

# FILED UNDER SEAL

## FCIR - All Other Events

eReport PSR297-16

<b>Date and Time *</b>	02/06/16 21:20	<b>Crew Base</b>	JFK	<b>Emergency Declared</b>	No
<b>Title of Report</b>	Customer Disturbance	<b>Red Eye</b>	Red Eye	<input checked="" type="checkbox"/> <b>ATC Priority Given</b>	<b>ATC Priority</b> <input type="checkbox"/>
<b>Check Box to Send this FCIR to ALPA</b>	<input type="checkbox"/>				

## Narrative

## Event/Concern Description\*

During the boarding process it was brought to my attention by the F1 that the passenger in 23F was being rude and not cooperative. The F3 claimed that the passenger seemed to be intoxicated. The FAs requested her removal from the flight because they feared an escalation of the problem once airborne. I consulted with the GSC after he had spoken to the passenger and he confirmed that although she was behaving rudely he didn't think it would be a problem for the flight. He said she was probably fall asleep in flight and that things will be ok. The flight attendants, however, did not feel comfortable with the passenger and wanted her removed. Based on the information given to me I told the GSC to remove the passenger. Once requested to leave the airplane the passenger refused to leave and the GSC had to eventually call the police, who came onboard and removed her from the flight. Once she was off the aircraft I was able to see from the cockpit window that she was being confrontational with the police as well.

## Recommendations

## Event/Concern Details

<b>Flight Event Type</b>	Customer Disturbance	<b>Significant Weather</b>	<b>Customer Disturbance Level</b>	Level 1
<b>Effect on Flight</b>	Flight Delayed	<b>Runway Condition</b>	<b>Security Requested</b>	<input type="checkbox"/>
<b>Code Given to Inflight Crew:</b>		<b>RTO Speed</b>	<b>Smoke/Fumes / Mist/Haze/Odor</b>	

## Check All that Apply

<b>Medlink</b>	<input type="checkbox"/>	<b>Emergency Equipment</b>	<input type="checkbox"/>	<b>EMS</b>	<input type="checkbox"/>
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<b>EMK</b>	<input type="checkbox"/>	<b>Customer Intox</b>	<input checked="" type="checkbox"/>
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## Captain's Emergency Authority

<b>Deviation ATC</b>	<input type="checkbox"/>	<b>Cabin Prep</b>	<input type="checkbox"/>	<b>Emergency Descent</b>	<input type="checkbox"/>
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<b>Overweight Landing</b>	<input type="checkbox"/>	<b>Inflight Engine Shutdown</b>	<input type="checkbox"/>	<b>Emergency Evac</b>	<input type="checkbox"/>
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## Flight Information

## FCIR - All Other Events

eReport PSR297-16

<b>Flight No</b>	358	<b>Departure Point</b>	BUR	<b>Destination Point</b>	JFK
<b>Tail No</b>	N570JB	<b>Diversion/Offline City</b>		<b>Follow-Up Requested</b>	
<b>Author First Name</b>	Evangelos	<b>Aircraft Type</b>	Airbus A320	<b>Operation Type</b>	Scheduled
<b>Author Last Name</b>	Constantinou	<b>Crewmember ID</b>	██████	<b>CA Name</b>	Evangelos Constantinou
<b>Author Position</b>	Captain	<b>Contact Number</b>	██████████	<b>FO Name</b>	Jahan Hamid

## APT - Airport Customer/Station Incident

eReport AP-CIR529-16

First Name	Fatima	Last Name	Wachuku	Crewmember ID	██████	Station	Occurrence No
Date & Time	02/07/16 02:09	Brief Description	Customer was removed off of aircraft per inflight request			Investigation Required	

## Narrative

## Event Facts/Concern Description

During another incident that was happening onboard, inflight asked GSC Mike to go to the front of the aircraft regarding another customer incident involving Ms. Wachuku. GSC asked inflight what the situation was. Inflight took GSC into flight deck and said that the customer pushed the number 2 inflight and then said that the customer began calling her a "racist". Inflight number 2 did not say anything else except that she wanted the customer off of the aircraft. GSC spoke with customer who was standing in the front galley and asked her what happened. Customer said that she had two bags in her hand she was trying to put them in the overhead. She was having troubles putting it and the number 2 inflight approached her and told her to use a different bin even though there was space in many bins. Customer stumbled and accidentally backed into the number 2 inflight. The number 2 inflight began arguing with customer saying to her "you purposefully pushed me". Customer tried to explain to inflight that she did not then said to the number 2 that she is being "racist".

GSC asked the inflight if she can travel because customer did not seem to be a threat and was really nice and compliant. Inflight did not want her on board so she was removed off of aircraft and was put on tomorrow nights flight out of BUR.

## Event Details

Event Type	Customer Issue/Non-Injury	External Authorities		Internal Resources	
If Customer Issue/Non-Injury, please select from the following	Other	Airport Authority	<input type="checkbox"/>	BlueWatch	<input checked="" type="checkbox"/>
		CBP	<input type="checkbox"/>	Leadership	<input checked="" type="checkbox"/>
		DEA	<input type="checkbox"/>	Medlink	<input type="checkbox"/>
		Doctor	<input type="checkbox"/>		
Event Location	Other	EMT	<input type="checkbox"/>		
Physical/Property Damage?	No	FAA	<input type="checkbox"/>		
Compensation Provided?	No	FAM	<input type="checkbox"/>		
Compensation Type		Nurse	<input type="checkbox"/>		
Compensation Value		OAL	<input type="checkbox"/>		
Declined Assistance?		Police	<input type="checkbox"/>		
CRO Involved?		TSA	<input type="checkbox"/>		
CRO Report #		Other	<input type="checkbox"/>		

## Customer/Witness Information

## APT - Airport Customer/Station Incident

eReport AP-CIR529-16

O19665-16

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## APT - Airport Customer/Station Incident

eReport AP-CIR529-16

## APT - Airport Customer/Station Incident

eReport AP-CIR529-16

Customer	
Name (Last, First)	Wachuku, Fatima
Sex	Female
Address	[REDACTED]
City	[REDACTED]
State	[REDACTED]
Country	United States of America (USA)
Zip	[REDACTED]
Telephone Number	[REDACTED]
PNR Number	SJTULB
Seat Assignment	15A
Flight No	358
Departure	BUR
Destination	JFK
Tail No	N570JB

Witness	
Name (Last, First)	Saba, Mike
Sex	Male
Address	
City	
State	
Country	
Zip	
Telephone Number	
Witness Type	
Crewmember ID (If Applicable)	[REDACTED]
PNR Number (If Applicable)	

## Additional Information

## APT - Airport Customer/Station Incident

eReport AP-CIR529-16

Description of  
Injury/IncidentWas Emergency  
Treatment  
Provided?

Medlink:

Actions Taken  
(Check all that  
apply)If yes, provide the following  
information, if applicable:Medlink  
ContactedMedlink report  
number, if  
applicableEmergency  
Treatment  
Provider:Guidance from  
Medlink advisorIn the event of a death please let  
Systems Operations know the  
following details immediately:

Taken to Hospital

Authority  
Informed

Hospital Name:

Was an ATC  
emergency  
declared?Hospital phone  
number:Medical  
equipment/supplie  
s used:Explain if  
Emergency  
Treatment DeniedOnboard Medical  
Assistance provided by:

Crew info:

Name:

Captain:

License number:

First Officer:

PNR:

Flight Attendant 1:

Email:

Flight Attendant 2:

Flight Attendant 3:

Flight Attendant 4:



## APT - Airport Customer/Station Incident

eReport AP-CIR529-16

## APT - Airport Customer/Station Incident

eReport AP-CIR528-16

<b>First Name</b>	<b>Last Name</b>	<b>Crewmember ID</b>	<b>Station</b>	<b>Occurrence No</b>
<b>Date &amp; Time</b>	02/07/16 01:49	<b>Brief Description</b>	Customer was forcefully removed and arrested off of aircraft	
<b>Investigation Required</b>				

## Narrative

## Event Facts/Concern Description

Crewmember Jose was onboard in the rear galley speaking with the number 2 and 3 inflight. CM Jose requested for GSC to come onboard. GSC from BUR Mike went onboard and the number 3 inflight said that there was a customer that seemed intoxicated sitting in seat 24F. GSC asked the number 3 why she thought the customer seemed intoxicated and the inflight said because she was an "incoherent". GSC went to speak with customer and asked for her boarding pass. Customer seemed to be a little off but did not seem intoxicated or smell of alcohol. GSC asked customer a few more questions and asked her to put her seatbelt on and to put her bag underneath the seat in front her. Customer complied. GSC spoke with inflight and said that the customer complied and is able to fly. Inflight wanted her off. Another GSC was called onboard, Ram. GSC Ram asked the customer to please come off the aircraft and customer refused to come off. Customer then stood in the middle of the aisle by rows 9 and 10. She also began dropping her stuff along the aisles. GSC Ram then called GSC Mike and asked him to call local LEOs. Local LEOs come onboard and she was not Complying with them shouting and refused to get off. LEOs had to use force and she began to kick her legs and throw her arms hitting one of the officers. The LEOs carried her off the aircraft and arrested her. LEOs asked Ram and Mike for a statement regarding the customer.

## Event Details

Event Type	Customer Issue/Non-Injury	External Authorities		Internal Resources	
If Customer Issue/Non-Injury, please select from the following	Disruptive Customer Security	Airport Authority	<input checked="" type="checkbox"/>	BlueWatch	<input checked="" type="checkbox"/>
		CBP	<input type="checkbox"/>	Leadership	<input checked="" type="checkbox"/>
	Safety	DEA	<input type="checkbox"/>	Medlink	<input type="checkbox"/>
	Customer Appears Intoxicated	Doctor	<input type="checkbox"/>		
Event Location	Other	EMT	<input type="checkbox"/>		
Physical/Property Damage?	No	FAA	<input type="checkbox"/>		
Compensation Provided?	No	FAM	<input type="checkbox"/>		
Compensation Type		Nurse	<input type="checkbox"/>		
Compensation Value		OAL	<input type="checkbox"/>		
Declined Assistance?		Police	<input checked="" type="checkbox"/>		
CRO Involved?	Yes	TSA	<input checked="" type="checkbox"/>		
CRO Report #		Other	<input type="checkbox"/>		

## Customer/Witness Information

## APT - Airport Customer/Station Incident

eReport AP-CIR528-16

O19664-16

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## APT - Airport Customer/Station Incident

eReport AP-CIR528-16

## APT - Airport Customer/Station Incident

eReport AP-CIR528-16

**Customer**

**Name (Last, First)** [REDACTED]  
**Sex** Female  
**Address** [REDACTED]  
**City** [REDACTED]  
**State** [REDACTED]  
**Country** United States of America (USA)  
**Zip** [REDACTED]  
**Telephone Number** [REDACTED]

**PNR Number** ZGHRJZ  
**Seat Assignment** 24F  
**Flight No** 358  
**Departure** BUR  
**Destination** JFK  
**Tail No** N570JB

**Witness**

**Name (Last, First)** Delgadillo, Ramiro  
**Sex** Male  
**Address**  
**City**  
**State**  
**Country**  
**Zip**  
**Telephone Number**

**Witness Type** Crewmember  
**Crewmember ID**  
(If Applicable) [REDACTED]  
**PNR Number**  
(If Applicable)

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**Additional Information**

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## APT - Airport Customer/Station Incident

eReport AP-CIR528-16

<b>Description of Injury/Incident</b>	<b>Other</b>	<b>Was Emergency Treatment Provided?</b>	<b>Medlink:</b>
<b>Actions Taken (Check all that apply)</b>	Assistance from Crewmembers	<b>If yes, provide the following information, if applicable:</b>	<b>Medlink Contacted</b>
		<b>Emergency Treatment Provider:</b>	<b>Medlink report number, if applicable</b>
			<b>Guidance from Medlink advisor</b>
<b>In the event of a death please let Systems Operations know the following details immediately:</b>		<b>Taken to Hospital</b>	
<b>Authority Informed</b>		<b>Hospital Name:</b>	
<b>Was an ATC emergency declared?</b>		<b>Hospital phone number:</b>	<b>Medical equipment/supplies used:</b>
		<b>Explain if Emergency Treatment Denied</b>	
<b>Onboard Medical Assistance provided by:</b>			<b>Crew info:</b>
<b>Name:</b>			<b>Captain:</b>
<b>License number:</b>			<b>First Officer:</b>
<b>PNR:</b>			<b>Flight Attendant 1:</b>
<b>Email:</b>			<b>Flight Attendant 2:</b>
			<b>Flight Attendant 3:</b>
			<b>Flight Attendant 4:</b>

## APT - Airport Customer/Station Incident

eReport AP-CIR528-16

## APT - Airport Customer/Station Incident

eReport AP-CIR527-16

<b>First Name</b>	Kiarke	<b>Last Name</b>	Barrett	<b>Crewmember ID</b>	██████	<b>Station</b>		<b>Occurrence No</b>	
<b>Date &amp; Time</b>	02/07/16 00:58	<b>Brief Description</b>	Customer Removed						<b>Investigation Required</b>

**Narrative****Event Facts/Concern Description**

Customer Fatima Wachuku bumped inflight inadvertently she stated and inflight felt customer Fatima bumped her on purpose. Verbal dispute happened and inflight did not feel comfortable with customer Wachuku on board. I spoke with customer Wachuku about the incident and advised customer that JetBlue is not a racist airline. Customer Wachuku continued to make racial statements and I advised customer if she felt that way about JetBlue she can gladly fly another airline. Customer was also upset that she was not given a hotel for the night.

**Event Details**

<b>Event Type</b>	<b>Customer Issue/Non-Injury</b>	<b>External Authorities</b>	<b>Internal Resources</b>		
If Customer Issue/Non-Injury, please select from the following		Airport Authority	<input type="checkbox"/>	BlueWatch	<input type="checkbox"/>
		CBP	<input type="checkbox"/>	Leadership	<input checked="" type="checkbox"/>
		DEA	<input type="checkbox"/>	Medlink	<input type="checkbox"/>
		Doctor	<input type="checkbox"/>		
		EMT	<input type="checkbox"/>		
<b>Event Location</b>	On Aircraft - Outbound - Return to Gate	FAA	<input type="checkbox"/>		
<b>Physical/Property Damage?</b>	No	FAM	<input type="checkbox"/>		
<b>Compensation Provided?</b>	No	Nurse	<input type="checkbox"/>		
<b>Compensation Type</b>		OAL	<input type="checkbox"/>		
<b>Compensation Value</b>		Police	<input type="checkbox"/>		
<b>Declined Assistance?</b>	No	TSA	<input type="checkbox"/>		
<b>CRO Involved?</b>		Other	<input type="checkbox"/>		
<b>CRO Report #</b>					

**Customer/Witness Information****JB 000647****CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER**



## APT - Airport Customer/Station Incident

eReport AP-CIR527-16

O19663-16

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## APT - Airport Customer/Station Incident

eReport AP-CIR527-16

**APT - Airport Customer/Station Incident**

eReport AP-CIR527-16

Customer		Witness	
Name (Last, First)	Wachuku,Fatima	Name (Last, First)	
Sex	Female	Sex	
Address		Address	
City		City	
State		State	
Country		Country	
Zip		Zip	
Telephone Number		Telephone Number	
PNR Number	SJTULB	Witness Type	
Seat Assignment		Crewmember ID (If Applicable)	
Flight No	358	PNR Number (If Applicable)	
Departure	BUR		
Destination	JFK		
Tail No	N570JB		

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**Additional Information**

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## APT - Airport Customer/Station Incident

eReport AP-CIR527-16

Description of  
Injury/IncidentWas Emergency  
Treatment  
Provided?

Medlink:

Actions Taken  
(Check all that  
apply)If yes, provide the following  
information, if applicable:Medlink  
ContactedMedlink report  
number, if  
applicableEmergency  
Treatment  
Provider:Guidance from  
Medlink advisorIn the event of a death please let  
Systems Operations know the  
following details immediately:

Taken to Hospital

Authority  
Informed

Hospital Name:

Was an ATC  
emergency  
declared?Hospital phone  
number:Medical  
equipment/supplie  
s used:Explain if  
Emergency  
Treatment DeniedOnboard Medical  
Assistance provided by:

Name:

License number:

PNR:

Email:

Crew info:

Captain:

First Officer:

Flight Attendant 1:

Flight Attendant 2:

Flight Attendant 3:

Flight Attendant 4:

## APT - Airport Customer/Station Incident

eReport AP-CIR527-16

## FCIR - All Other Events

eReport PSR299-16

<b>Date and Time *</b>	02/06/16 21:20	<b>Crew Base</b>	JFK	<b>Emergency Declared</b>	No
<b>Title of Report</b>	Customer Disturbance	<b>Red Eye</b>	Red Eye	<input checked="" type="checkbox"/> <b>ATC Priority Given</b>	<b>ATC Priority</b> <input type="checkbox"/>

## Narrative

## Event/Concern Description\*

The F2 claimed that a passenger in 15A had a confrontation with her and called her "racist". The passenger had requested the FA's name and information to file a complaint to JetBlue. I consulted with the F2 in private and she explained the situation to me and told me she refused to work this flight unless the passenger was removed. I consulted with the GSC after he had talked to the passenger and he agreed it was best to remove her from the airplane.

**Recommendations** CRO available to de escalate the situation

## Event/Concern Details

<b>Flight Event Type</b>	Customer Disturbance	<b>Significant Weather</b>	<b>Customer Disturbance Level</b>	Level 1
<b>Effect on Flight</b>	Flight Delayed	<b>Runway Condition</b>	<b>Security Requested</b>	<input type="checkbox"/>
<b>Code Given to Inflight Crew:</b>		<b>RTO Speed</b>	<b>Smoke/Fumes / Mist/Haze/Odor</b>	

Check All that Apply

**Medlink** ☐ **Emergency Equipment** ☐ **EMS** ☐

**EMK** ☐ **Customer Intox** ☐

Captain's Emergency Authority

**Deviation ATC** ☐ **Cabin Prep** ☐ **Emergency Descent** ☐

**Overweight Landing** ☐ **InflightEngine Shutdown** ☐ **Emergency Evac** ☐

## Flight Information

## FCIR - All Other Events

eReport PSR299-16

<b>Flight No</b>	358	<b>Departure Point</b>	BUR	<b>Destination Point</b>	JFK
<b>Tail No</b>	N570JB	<b>Diversion/Offline City</b>		<b>Follow-Up Requested</b>	
<b>Author First Name</b>	Evangelos	<b>Aircraft Type</b>	Airbus A320	<b>Operation Type</b>	Scheduled
<b>Author Last Name</b>	Constantinou	<b>Crewmember ID</b>	██████	<b>CA Name</b>	Evangelos Constantinou
<b>Author Position</b>	Captain	<b>Contact Number</b>	██████████	<b>FO Name</b>	Jahan Hamid

## IIR - Inflight Customer Service Statement

eReport ICSS178-16

Date and Time	02/06/16 21:15	CM ID	██████	Tail No		Departure	BUR
First Name	Lisa	Crew Base	JFK	Aircraft Type	Airbus A320	Destination	JFK
Last Name	Hill	Inflight Team Leader	Stephanie Efaplatomides	Flight No	358	Diversion City	
Title/Brief Description	Flt 358						

## Narrative

- Document specific actions associated with the incident
- This form is a LEGAL document
- Omit personal feelings and opinions
- If multiple incidents occurred during the flight, submit a SEPARATE report for each one

Service Failure/Customer Statement Type      Crewmember related

## Event/Concern Description

Customer in 2D advises me of his allergy to dogs. There is an ESAN in his row & he requests to be moved. I called to the back galley requesting the assistance of the gate agent who had boarded the a/c from the back. I was informed by the #3, Nicole, that there was an intoxicated customer on board. She asked me my thoughts & I stated, per the FARs, we do not accept intoxicated customers. I hung up the phone & relayed the information to the captain who agreed. I did not witness any of the intoxicated female's initial actions or conversations as she was seated in row 23 (not her assigned seat) & I was in the front galley. Nicole told me it was difficult to assess the situation because there was a male customer sitting with her who kept answering for her & advising her to do what she was told to do. I later recognized him from the boarding process. He told me there was a mix-up they were not seated together. I told him to take his assigned seat & we would work it out later (there were only 80 pax on the flt). He did not sit in his assigned seat. They picked a row in the back of the plane. Later, when they both in the process of being escorted off the a/c he denies that he is traveling with her. He says he just met her in the airport. He remains on the a/c & continues to JFK.

The #2, Cindy, comes to me & says that the female customer in 15A pushed her & told her to "move". Another gate agent arrives & I go over with him the 3 situations we are dealing with. I also inform the captain about the woman in 15A. As I'm coming out of the cockpit, the woman from 15A is standing in the forward galley. She wants to discuss the situation. I immediately direct her to the agent in the galley. The agent who was dealing with the intoxicated customer comes to the cockpit & tells myself & the captain he thinks she is okay & is just an "airhead". Based on the feedback from the crew, I disagree & request to have her removed. I leave the cockpit & go towards the back of the a/c. The #3 tells me the agent said he doesn't want to remove her because "it will cause a scene". I meet the CRO in the galley & point out the intoxicated customer. When I return to the front galley, 15A is talking to a gate agent. **Cindy tells me the woman denies any wrongdoing & accuses Cindy of being a racist.** I did not hear any of the discussions between the woman & the gate agent. At this point, things are at a standstill. The intoxicated girl has still not been removed & **the woman from 15A is still on the a/c. She starts talking to the customers in the front of the plane. She has an audience in 1A (originally seated in 3F) & also in 1F.**

Finally, the CRO is bringing the man & the intoxicated girl to the front of the a/c. It's at this point, the woman from 15A sees them & **says something about only "black people are being removed from this flight".** This is not true. There are other African Americans on the flight. At this time, the man is allowed to stay as he is not really with the girl. The girl is mouthing off in the aisle & will not get off the plane. One of the agents whispers to me that 1F is filming & if she doesn't stop, he will remove her. I then hear him tell the woman from 15A she is being booked on the LAX flt in the morning. I do not know if he ever addressed the fact that she pushed the #2.

Airport Police arrive just as 15A is leaving the a/c. 3 officers in the front of the a/c & 1 officer enters from the back. They are able to get the girl towards the front galley. I am standing in the hallway in order to protect the cockpit. The girl is mouthing off & cursing at the officers. Cindy tells me one of the officers pushed the intoxicated girl. 1F is filming the girl's removal from the a/c. The captain told me he saw the girl strike one of the officers. **I saw her being led away in handcuffs.**

I realize there were multiple issues going on at one time. However, I feel the situations were handled inappropriately by the gate agents & the CRO. The process took too long & gave the impression JetBlue was not in control of the situation.

## Event Details

Did the customer request follow-up with customer commitment?	No
Do you recommend customer commitment follow-up?	No
Did this happen in MINT?	No

## Customer/Witness Info



## IIR - Inflight Customer Service Statement

eReport ICSS178-16

<b>Customer Name</b>	<b>Gender</b>	<b>Seat Assignment</b>	<b>Customer Name</b>	<b>Gender</b>	<b>Seat Assignment</b>
			N/A		
<b>Address, City, State, Zip</b>		<b>PNR Number</b>	<b>Address, City, State, Zip</b>		<b>PNR Number</b>
		<b>Phone (xxx) xxx-xxxx</b>			<b>Phone (xxx) xxx-xxxx</b>
<b>Witness Name</b>	<b>Seat Assignment</b>		<b>Witness Name</b>	<b>Seat Assignment</b>	
<b>Phone (xxx) xxx-xxxx</b>	<b>PNR Number</b>		<b>Phone (xxx) xxx-xxxx</b>	<b>PNR Number</b>	

## Crew Info

**Captain** Evangelos Constantinou

**First Officer** Jahan Hamid

**Flight Attendant 1** Lisa Hill

**Flight Attendant 2** Cynthia Pancerman

**Flight Attendant 3** Nicole Stewart

**Flight Attendant 4**

## ICSR

Jumpseat (if relevant to Event/Concern)

Name

Occupant Type

## IIR - Inflight Customer Service Statement

eReport ICSS180-16

<b>Date and Time</b>	02/06/16 11:51	<b>CM ID</b>	██████	<b>Tail No</b>		<b>Departure</b>	BUR
<b>First Name</b>	Cindy	<b>Crew Base</b>	JFK	<b>Aircraft Type</b>	Airbus A320	<b>Destination</b>	JFK
<b>Last Name</b>	Pancerman	<b>Inflight Team Leader</b>	A Falcone	<b>Flight No</b>	358	<b>Diversion City</b>	
<b>Title/Brief Description</b>	Pushed by passenger						

## Narrative

- Document specific actions associated with the incident
- This form is a LEGAL document
- Omit personal feelings and opinions
- If multiple incidents occurred during the flight, submit a SEPARATE report for each one

**Service Failure/Customer Statement Type**      Crewmember related

## Event/Concern Description

Pax seated in 15A, Fatima Wachuku, was one of the last pax to board. I was in the aisle closing bins when she approached me and began complaining that the overhead bins by her seat were full. I went to open them to see if there was space and she put her hand on my arm and started to push me. I asked her why she was pushing me and she said " You are in my way. move!" She continued to push me. I went to the front of the aircraft and informed the #1 of the situation.

A gate agent went to speak to her and brought her to the front of the aircraft where I was standing. She began defaming my character and calling me racist. She said she dared me to find someone to back up my story. I walked to the back of the aircraft. She was allowed to stay on the aircraft for almost 1/2 an hour talking to other passengers while continuing to call me racist and causing a mob mentality. The ground crew allowed it and did nothing to stop her. I began to feel unsafe.

When the police arrived she quickly exited the aircraft.

## Event Details

Did the customer request follow-up with customer commitment?

Do you recommend customer commitment follow-up?

Did this happen in MINT?      No

## Customer/Witness Info

Customer Name	Gender	Seat Assignment	Customer Name	Gender	Seat Assignment
			Fatima Wachuku		
Address, City, State, Zip	PNR Number		Address, City, State, Zip	PNR Number	
	Phone (xxx) xxx-xxxx			Phone (xxx) xxx-xxxx	
Witness Name	Seat Assignment		Witness Name	Seat Assignment	
Phone (xxx) xxx-xxxx	PNR Number		Phone (xxx) xxx-xxxx	PNR Number	

## Crew Info

## IIR - Inflight Customer Service Statement

eReport ICSS180-16

Captain

First Officer

Flight Attendant 1

Flight Attendant 2

Flight Attendant 3

Flight Attendant 4

ICSR

Jumpseat (if relevant to Event/Concern)

Name

Occupant Type